

Outlook

The University of Maryland at College Park Faculty and Staff Weekly Newspaper • Volume 10 Number 24 • April 9, 1996

First-Ever African-American Arts Festival at University Ready to Dazzle Audiences

From April 12-21, the richly diverse cultural activity that characterizes African-American artistic endeavor will be displayed during the first African-American Arts Festival.

The festival's mission is to gather together African Americans in a celebration of their diversity and extend an invitation to the community to join in the celebration, introducing those unfamiliar with this diversity to something new and exciting.

Music, theater, dance, film, visual arts and poetry performances, exhibits, workshops and discussions will showcase the important contributions made by African-American artists to this county's cultural landscape.

Highlights of the festival include the Garth Fagan Dance Company; blues artists the Holmes Brothers and Cephas and Wiggins; vocalists Carmen Balthrop, Odetta and Valeria Foster; a theatre production titled "The Ties That Bind" and a film series with various well-known African-American film makers such as Michelle Parkerson.

The festival will also feature University of Maryland faculty, staff and students; artists from the metropolitan D.C. area and elementary, middle school and high school student performances.

While the university is the site for most events, collaboration with the Prince George's County Arts Council and the Maryland National Park and Planning Commission has expanded festival locations to include Prince George's Publick Playhouse, Prince George's County Public Libraries, and the Montpelier Cultural Arts Centers.

The 10-day event is sponsored by the College of Arts and Humanities, the Office of Academic Affairs and the Maryland National Park and Planning Commission. The festival will also serve as the kickoff for the Prince George's County tricentennial celebration.

With this festival, the university hopes to build closer ties, develop audiences, and cultivate deeper and broader relationships with the community and the general public.



Jimmy and Jeanie Cheatham of the Sweet Baby Blues Band are part of a jazz concert on April 20 at the Holiday Inn College Park.



Straight Ahead: Cynthia Dewberry, Gayelynn McKinney, Eileen Orr and Marion Hayden, also perform April 20 at the Holiday Inn College Park.

See page 6 for a complete listing of events at the African-American Arts Festival 1996.

Dour Consequence Arise When Society's Defectors Become a Majority

Americans are becoming a nation of Ebenezer Scrooges: dour, distrustful, sour and disconnected. We are contrary. And our contrariness is reflected in a Congress, says political science and government professor Eric Uslaner, that "responds to public opinion very much the way your knee does when the doctor puts a hammer to it."

A few years back, while researching a book on why politicians were having so much trouble mandating an energy policy, Uslaner discovered that the reason the policy wasn't passing had little to do with members of Congress or with the Congress's inability to pass any policy at all. Rather, it was because of the foul mood, and contradictory nature of the American public.

We vote less often, join fewer political and social groups, volunteer less, give a smaller share of our gross national product to charity, and don't socialize as much with our neighbors as we did in the 1970s. It's not that we're just too busy, Uslaner discovered. The problem is that we care less for others—largely because we don't trust fellow Americans as much as we used to.

In his search for ways to track the basic temperament of the American people across the past few decades, Uslaner found that the only longitudinal

data available measured personal trust. It showed that "the confidence that is critical to collective action is in shorter supply than it was three-and-a-half decades ago," he says.

Distrust is contagious. In 1960, the first time the question, "Can most people be trusted?" was ever asked in a public opinion study, 58 percent of Americans said yes. Today, about 35 percent of Americans would say most people can be trusted.

What began as a cynical minority in the late '60s, grew in the 1970s when confidence in others fell to 41 percent in 1975. In the mid-'90s, fully two-thirds of Americans fall into the "distrustful" category.

So the loss of trust among members of Congress is merely a barometer of the waning civic spirit in larger society. The reason Congress is behaving so badly, the professor says, is because the country is behaving so badly.

From the 1930s through the 1960s, Uslaner points out, when the politician's credo was "to get along, go along" someone who came to Congress with the expressed intent of destroying the institution so he could remake it in his own image would have been ostracized. But the chief advocate of destroy-

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Navy, NIST and Technology Extension Services Help Manufacturers Learn Best Practices

The university, the Department of the Navy and the National Institute of Standards and Technology (NIST) have struck an alliance to help American companies share best manufacturing practices. Under their agreement, the Best Manufacturing Practices (BMP) Center of Excellence has set up shop on the edge of campus.

At the Center of Excellence, BMP director Ernie Renner's staff organizes and manages industry surveys and publishes findings of best practices. They also maintain an extensive database which makes it easy to search for examples of the best manufacturing practices as exhibited by surveyed companies and government installations.

Survey information is gathered by independent teams of experts from government, academia and industry who are sent to organizations that volunteer to share information. The survey is conducted on site at no cost to the volun-

teering organization. Once the survey is complete, all data validated by the team is compiled in a report. Upon approval by the volunteering organization, the report is made available to government, industry and academia throughout the country.

"Our philosophy is to find what works well and distribute the information throughout the country," said Renner during a presentation to state Congressman Steny Hoyer who visited the center in January.

As part of BMP's agreement with the university, members of the Engineering Research Center's (ERC) Technology Extension Service (TES) are visiting companies identified to have best practices to determine if the practices can be beneficial to TES's client companies.

TES's involvement is a natural because TES's experienced engineers normally travel around the state helping

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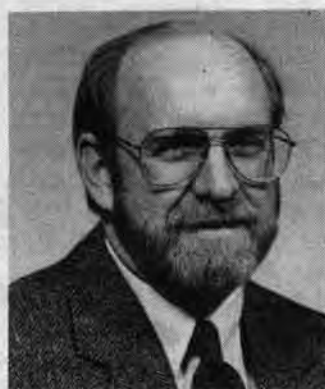
Remembering Bill Hartline

Bill Hartline, assistant director of Procurement and Supply, died suddenly at his home on March 23 following a heart attack.

A memorial service is scheduled for Thursday, April 18, at 4:30 p.m. in Memorial Chapel. Funeral services were held in Catonsville on March 26, followed by burial at Meadow-bridge Cemetery in Baltimore.

He is survived by his wife, Ann-Etta, and a son and daughter from a previous marriage, his mother and three grandchildren.

Hartline began working at Maryland in 1966 in the department of Procurement and Supply as a buyer. He moved to Purchasing in the early '80s and was made manager in October 1984. He was promoted to the assistant director position in 1989.



Bill Hartline

During his tenure at the university, Hartline served on many committees and was always ready to volunteer his services.

He was an honored recipient of the Outstanding Associate Staff Award in 1989 and the Outstanding Employee Award for the division of Administrative Affairs in 1988.

A strong advocate for continuing education, Hartline attended University College, receiving his bachelor's degree in 1993. He was working toward a master's degree in general administration at UMUC at the time of his death.

His many friends and colleagues say Hartline will be sorely missed.

The family has asked that in lieu of flowers, contributions be made to the American Heart Association, Maryland Affiliate, 415 N. Charles St., P.O. Box 17025, Baltimore, MD 21201.

Sam Schoenbaum Dies at 69

Sam Schoenbaum, 69, a Shakespeare scholar and professor emeritus at the university, died of cancer March 27 at the George Washington University Medical Center.

A Washington, D.C. resident and New York native, Schoenbaum began teaching at the university in 1976. He retired in 1993 and served as director for the university's Center for Baroque and Renaissance Studies from 1981 until after his retirement. He also published about a dozen books on Shakespeare and other Elizabethan writers.

He first became interested in Shakespeare in high school where he studied Hamlet and Macbeth. He would later become an authority on the playwright years later, touring worldwide and speaking on the various accounts of the bard.

He carried out most of his research at the Folger Shakespeare Library in

Washington, which was a chief reason he moved to the area. Schoenbaum came to D.C. from Illinois, where he taught at Northwestern University for over 20 years.

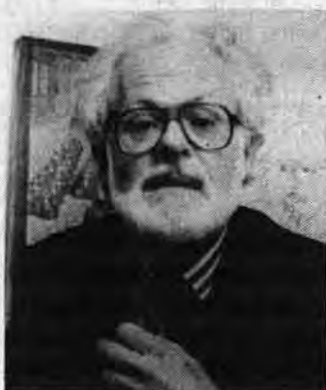
He was immersed in the library itself, being a member of the Folger Library Committee since 1974 and a member emeritus since 1984.

Schoenbaum graduated from Brooklyn College and received master's and doctorate degrees in English

literature from Columbia University.

His survivors include his wife, Marilyn, and a brother, Bernard, of New York.

Condolences may be expressed to his wife at 613 Constitution Ave., NE, Washington, D.C. 20002.



Sam Schoenbaum

Donald McNeil Dies After Long Illness

Donald McNeil, 72, founder of the National Public Broadcasting Archives in Hornbake Library, died at home in Sunnyside, Calif., on March 8 after a long illness.

As a key player and catalyst in the establishment of the archives, McNeil had become alarmed that many public broadcasting records were scattered among various groups, people and institutions. He felt that the campus libraries would be an ideal location for the NPBA.

The archives maintain and collect historical records, personal papers, manuscripts, audio and video tapes, films and kinescopes dealing with the growth of public broad-

casting in the United States.

McNeil was a retired educational consultant as well as a former university president at the University of Mid-America in Nebraska and the Open University.

He was chancellor of the University of Wisconsin's extension services and the unified University of Maine.

McNeil served in the Army in the South Pacific during World War II and was awarded a Silver Star, a Bronze Star and a Purple Heart.

A memorial service will take place Tuesday, April 9, at 10 a.m. at the

Washington Historical Society, 1307 New Hampshire Ave., NW, in Washington, D.C.



Donald McNeil

To Rate or Not to Rate

Much debate has been taking place on the issue of developing a ratings system for T.V. shows, due to the recently-passed telecommunications law and new requirements for television manufacturers to install the channel-blocking V-chip into certain types of sets.

As a prominent local member of this discussion, journalism professor Douglas Gomery thinks that the entertainment industry will in fact develop a ratings system which will likely be limited to prime-time drama and comedy shows as well as soap operas.

Such a ratings system would end up being "whatever the industry can do to alleviate public concern," Gomery says. The entertainment industry will seriously implement a ratings system because the industry has a public relations problem, and it needs to present a good image, he says.

"News will never be rated," Gomery adds. An area of shows which he describes as debatable is the "quasi-news" show such as "Inside Edition."

He thinks sports will not be rated, even though the industry may say something about the violence in televised sports.

But Gomery does not think television executives will enact such a system anytime soon, due to the fact that V-chips will not go into television sets right away, and people only buy televisions every so often.

"I think they'll drag their heels a little bit," he says, adding that the industry may never get around to making such a system based on the fact that executives do not want to put the time and money needed to review shows.

The system will probably consist of ratings based on the type of material in the program ("V" for violence, "S" for sex as an example), which would produce a larger number of ratings types than there are with movies, he says.

With the presence of the V-chip, the number of shows with even more violence and sex could increase because then these shows will be fully-labeled, warning viewers of their content. Also, Gomery notes that if you look at when the movie industry enacted a ratings system, the number of R-rated movies increased afterwards.

He also says the ratings system will provide another incentive for people to watch certain shows. "It will make some shows ... do better" in the Nielsen ratings which otherwise would not fare as well, Gomery says.

Also, such a system would help the industry as well as advertisers by enabling television companies to target their audiences better, he adds.

—LOREN GOLOSKI

Attracting More Minorities to Advancement

The Office of Institutional Advancement (OIA) has developed a new personnel concept designed to recruit minorities to the field of advancement.

Institutional Advancement has appointed Kelly DePiazza as the new Advancement Services intern.

Kim Borsavage, director of advancement services, credits Leonard Raley, assistant vice president of Institutional Advancement, with developing the concept. "He hopes the idea will catch on in other parts of OIA," says Borsavage.

One of the goals for the intern is to develop professional skills and become acquainted with other aspects of advancement functions, says DePiazza.

The position exposes DePiazza to professional growth opportunities and expands her base of experience, says Borsavage.

Advancement services includes advancement communications, board and volunteer relations, donor relations and stewardship, gift processing and information management, research and resource development.

DePiazza's duties include drafting and executing acknowledgement letters for gifts to the university of \$1,000 to \$4,999. She will also work closely with Borsavage on Board of Visitors projects and meetings.

DePiazza began the full-time position of intern in February. She worked in OIA as a student employee from the Fall of 1994 until her graduation from the university last December.

The position started as a campus job and happened into a career. DePiazza jokes that the office, "sucked her in."

She adds, "This position has poten-

tial to go in so many directions."

DePiazza has been given the opportunity to learn about all the aspects of institutional advancement and decide what she would eventually like to focus on.

"It's a wonderful opportunity to attract someone who is young and bright into the field," says Borsavage. "It's a great vehicle to attract minority candidates."

—KATIE CASEY

UNIVERSITY OF MARYLAND AT COLLEGE PARK

Outlook

Outlook is the weekly faculty-staff newspaper serving the College Park campus community.

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International Spouse Orientation Program

Making Those Far From Home Feel Welcome in a Brand New Culture

Following your spouse to a new job in a new country could be a lonely and frustrating experience, but the university has a program designed to make the transition a little easier.

The international spouse orientation program helps to introduce the international student or faculty member and his or her family to the university and the community, says Denise Burns, student activities coordinator for the Maryland English Institute.

The year-old program gives families guidance in how to place their children in public schools, prepare for the winter and use the Metro, Burns says.

There is a genuine need for a program at the university to assist these families in adjusting to American life as well as the local and university communities, says a grant proposal submitted by the university's Referral Network for International Students last summer.

"Oftentimes, families are brought over from their home countries with very little preparation in the way of English language skills, cultural and daily life expectations, and the realization of the isolation they may well face," the proposal states. This situation may become a lonely and depressing one for the spouse or family of the student and in turn may cause the student to feel stress in his or her personal and academic life.

Burns was very positive about the program's efforts so far. "It's been extremely successful," she says, in terms of both getting people to join and of helping international spouses become acclimated to the culture here.

Burns mentioned that the participants, mostly women, have created a support network for themselves in order to help each other in this adjustment.

One goal of the program is to keep families from being stuck in an apartment complex without anything to do, Burns says. Also, spouse orientation would like to make inroads into recruiting more spouses of international faculty.

Burns said workshops and social gatherings have been incorporated into the general orientation program. Also, a loosely-organized mentor program has been formed which those involved in the orientation effort want to formalize by introducing training for mentors. The mentor program is geared toward acquainting the international member of the campus community with the Maryland/Washington, D.C. area.

Burns adds that the program fits in well with the university's diversity initiative.

The international referral network did not receive a \$6,000 grant they applied for last fall from NAFSA: Association of International Educators. However, they

will be applying for a mini-grant for \$1,000 from the same group in the near future. If they do not receive funding, they will rely on support they get from volunteers, Burns says. The program's volunteers now consist of campus employees and non-employees.

Kyoung-Ah Hur, whose husband is a Ph.D. student in the computer science department, benefitted from the program by receiving information on activities, educational opportunities and also where to meet new friends.

She participated in an English conversation program and in Bible studies which took place at a different person's house each week.

Also, volunteers taught her and others at Hope Lutheran Church to make crafts such as Christmas ornaments, candles and quilts.

Kyoung, a native of Seoul, South Korea who has been living in College Park for the last six months,

said she made friends from other countries through the program. "That's the most important part, that you get to meet people when you're there," she says.

People from Western countries, who may have an easier time getting used to American culture, also take advantage of the program.

Karin Goemann, whose husband is a Ph.D. student in agricultural and resource economics, says the program did a good job during its first year. The program really tried to cover many topics, and "it would be very helpful" to people who may have difficulties adjusting because of the language and other factors, she says.

Goemann, who is from Frankfurt, Germany, says she and her family were able to adjust very easily to life here, since Germany is very similar to the United States.

She had many ideas on how the program could be improved, such as more publicity for the program itself, more information on school systems in the United States and the

immediate locale, details on where to get free vaccinations, and tips on places to visit outside of Washington, such as Ocean City, Md.

Goemann also says information on nice places to live in the area and on various educational and career opportunities for the professional spouses of international students would be helpful.

So far, 29 husbands and wives have participated in the spouse orientation program.

—LOREN GOLOSKI

Oftentimes, families are brought over from their home countries with very little preparation in the way of English language skills, cultural and daily life expectations, and the realization of the isolation they may well face.

How to Promote a Featherless Chicken

Public Relations Professor James Grunig Shares Insights about Scientific Communication

"Most people who might read about us would think of public relations as...image making or deception," according to James Grunig, professor in the College of Journalism. Instead, "public relations is the way in which organizations make it possible to participate in decisions that affect people outside the organization."

Grunig spoke March 27 at a workshop on science journalism for the College Park Scholars program in Science, Technology, and Society.

U.S. News & World Report recently ranked the campus public relations graduate program, which Grunig heads, as first in the country. Grunig said the program was strong because students and faculty worked with public relations practitioners to understand when and how public relations is really effective.

"[We] began to study the behavior of public relations practitioners rather than the usual thing which would be to take that behavior for granted, and [asked] how can we help them to do what they're doing. [We asked] what are they doing, why are they doing it, and how can we explain it, and how can we improve upon that behavior to make the practice more socially responsible, more effective."

Before coming to campus in 1969, Grunig did a doctoral dissertation in Colombia on land reform. He studied communications among large landowners and the extent to which technical scientific information might make them more productive.

"That's when I first came to the conclusion that just giving people information doesn't do it. They have to have opportunities first or a reason for using the information before it has much of an effect upon them."

All too often, said Grunig, science is presented as "gee whiz" entertainment to a passive audience. He told of a poultry science research project which, after much difficulty, developed featherless chickens. Featherless chickens save money for

food processors because they don't need to be plucked. But it was discovered that the chickens couldn't reproduce because the rooster needs his feathers for balance during copulation.

Grunig asked the College Park Scholars how they would write this story to get people to read it. He said that his feature-writing colleagues said to go for the obvious and "do sex and animals."

"I said, do the science," Grunig said it was very discouraging to scientists to have their work trivialized. But for many people, reading about science is just a hobby.

Scientific communication is more productive when the audience is highly involved. Grunig cited an example from his own life. "I've had both a father and a wife who had cancer. As I was sitting in the hospital waiting for some tests there were racks [of literature] there from the National Cancer Institute with all kinds of information. I read it all," he said.

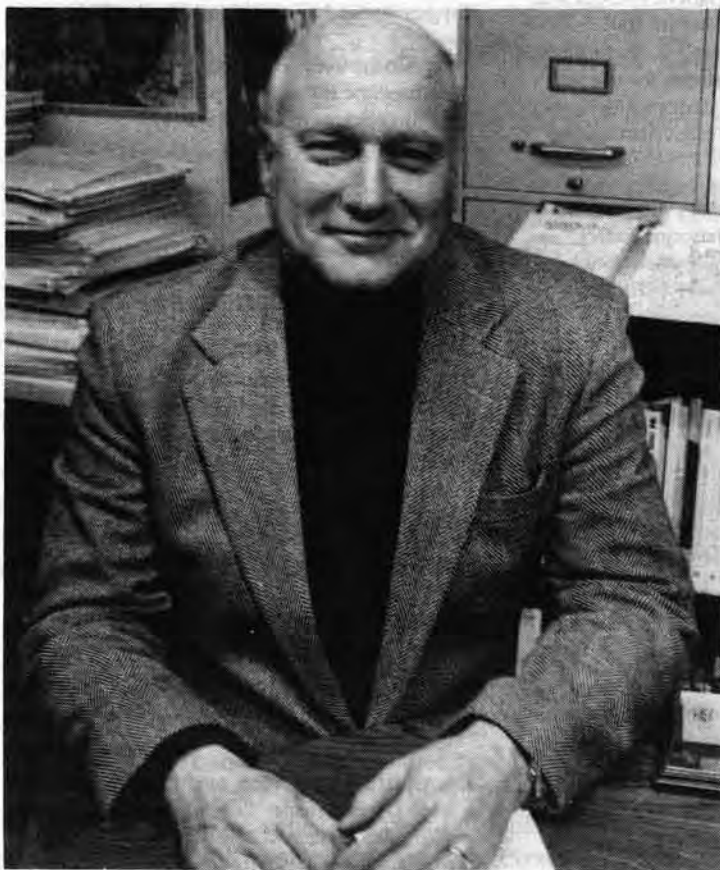
"This is where you get into the notion that when science affects people's lives that they become much more active, become much more likely to learn, and that is the place where strategically science writers ought to be involved, because then people will learn more."

In 1985 the campus obtained a \$400,000 grant for collaborative research into public relations and communications management from the International Association for Business Communications. Three books and hundreds of journal articles have come from that funding, with research by both faculty and students.

Grunig said, "What goes into an outstanding professional education ... is basic research by the faculty, ... basic research by the students, and relating that to professional practice, looking for examples in professional practice of theoretical

principles and using that to inform the development of research and theory." Throughout April, the College Park Scholars Science Journalism workshop will feature six additional journalists from a variety of national media.

—SARAH LESHNER



James Grunig recently spoke to students in the College Park Scholars' Science, Technology and Society program.

Calendar of Events

April 9-18

Tuesday, April 9

Seminar: "Modeling and Simulation of Fluid Flow in Complex Porous Media," Alfio Quarteroni, 9:30 a.m., 3206 Math Bldg. 5-5108.

The Art Gallery Exhibition: "Made by Men: African American Traditional Quilts," noon-4 p.m., Art Gallery, Art-Sociology Bldg. 5-2763.

Logic and AI Seminar: Edwina Risslan, 3:30 p.m., 3258 A.V. Williams Bldg. Contact: D. Perlis, perlis@cs.umd.edu.

Physics Department Colloquia: "Neutrino Oscillation and the Fate of the Universe," David Caldwell, University of California at Santa Barbara, 4 p.m., 1410 Physics Bldg.

Peer Computer Training Workshop: "Intermediate Quattro Pro Windows," 6-9 p.m., 3330 Computer Science Center. 5-2941.*

CPR Class: learn adult and pediatric CPR and choking skills, two-night class, 6-9:30 p.m., 3100E University Health Center, must register in advance in 2118 Health Center, \$20 for students, faculty and staff. 4-8132.*

Wednesday, April 10

CPR Class: learn adult CPR and choking skills, 9 a.m.-noon, must register in advance by calling 4-8103, \$15 for students faculty and staff, IRS forms accepted.

Molecular & Cell Biology Program Spring 1996 Seminar Series: "Molecular Genetic Analysis of Circadian Clocks," Steve Kay, Univ. of Virginia, 1208 Zoo-Psych. 5-6991.

The Art Gallery Exhibition: "Made by Men: African American Traditional Quilts," noon-9 p.m., Art Gallery, Art-Sociology Bldg. 5-2763.

Departments of French and Italian Lecture: "The Cinema of Jacques Tati," Michel Chion, 2 p.m., St. Mary's Hall, Multipurpose Room.

Comparative Literature Program: "Revenge of the Apple/Venganza de la Manzana," a reading by Alicia Partnoy, writer, teacher and former political prisoner in Argentina, 3:30 p.m., 2309 Art/Sociology.

Astronomy Department Colloquia: "Shocking Molecular Clouds: Does it Trigger Star Formation?" Thomas Megeath, Haystack Observatory, 4 p.m., 1113 Computer and Space Sciences. 5-0282.

Stress Management Peer Education Workshop: 5-6 p.m., 2101 University Health Center. 4-8140.

Peer Computer Training Workshop: "Intermediate Unix," 6-9 p.m., 3330 Computer Science Center. 5-2941.*

CPR Class: learn adult and pediatric CPR and choking skills, two-night class, 6-9:30 p.m., 3100E University Health Center, must register in advance in 2118 Health Center, \$20 for students, faculty and staff. 4-8132.*

Thursday, April 11

National Archives Film: Kenneth Grimes presents "Alchemy in Lights," noon, National Archives Theatre. (202) 501-5000.

The Art Gallery Exhibition: "Made by Men: African American Traditional Quilts," noon-4 p.m., Art Gallery, Art-Sociology Bldg. 5-2763.

Department of Meteorology Seminar: "Profiling the Tropical Atmosphere," Kenneth Gage, Aeronomy Lab., NOAA/ERL, 3:30 p.m., 2114 Computer and Space Sciences Bldg. 5-5392.

ENRE Seminar: "Topics in Reliability Engineering," Larry Leemis, College of William and Mary, 5:15-6:15 p.m., 1100 ITV Bldg. 5-3898.

Peer Computer Training Workshop: "Intermediate WordPerfect Windows," 6-9 p.m., 3330 Computer Science Center. 5-2941.*

CPR Class: learn adult and pediatric CPR and choking skills, two-night class, 6-9:30 p.m., 3100E University Health Center, must register in advance in 2118 Health Center, \$20 for students, faculty and staff. 4-8132.*

National Archives Film: "The President's Lady," 7 p.m., National Archives Theatre on Pennsylvania Ave. NW. (202)502-5000.

Earhart Lecture Series on Religion, Constitutionalism and Democracy: "Women and Revolution in Montesquieu's Persian Letters," Diana Schaub, 7:30 p.m., Maryland Room, Marie-Mount Hall. 5-4110.

University Theatre: "The Ties That Bind" by Regina Taylor, star of television's "I'll Fly Away," 8 p.m., Tawes Theatre, \$10, \$7 students and seniors. 5-2201 (V/TTY).

Friday, April 12

Committee on Africa and the Americas Symposia: "Theories of Culture/Cultures of Theory, 9 a.m.-5 p.m., conference featuring six speakers in paired sessions, followed by a roundtable discussion, 1120 Susquehanna Hall.

National Archives Seminar: Constance Potter and Deanne Blanton will discuss women in military records from the American Revolution to the Civil War, 9:30-11:30 a.m., 410 National Archives, registration required at (202)501-6694, \$15. (202)501-5000.*

National Archives Lecture: "Segregated Skies: The All-Black USAF Units of WWII," noon, National Archives Theatre on Pennsylvania Ave NW. (202)501-5000.

National Archives Film: "George Washington—The Man Who Wouldn't be King," noon, National Archives Theatre on Pennsylvania Ave. NW. (202)502-5000.

The Art Gallery Exhibition: "Made by Men: African American Traditional Quilts," noon-4 p.m., Art Gallery, Art-Sociology Bldg. 5-2763.

Department of Astronomy Colloquia: "Discovery of Extra Solar Planets: Present and Future," 4-5 p.m., Physics Lecture Hall. 5-1548.

The Art Gallery Reception: for the art exhibition "Made by Men: African American Traditional Quilts," 5-7:30 p.m., Art Gallery, Art/Sociology. 5-2763.

Department of Art History Colloquia: "Borromini and the Hyperbaroque Palace: Housing Curiosity," 6 p.m., 2309 Art/Sociology Bldg., dinner (by subscription) at The Rosborough Inn. 5-1482.

School of Architecture Spring Lecture Series: "Recent Projects in Housing," Michael Paytok, 6:30 p.m., Architecture Auditorium. 5-6284.

University Theatre: "The Ties That Bind" by Regina Taylor, star of television's "I'll Fly Away," 8 p.m., Tawes Theatre, \$10, \$7 students and seniors. 5-2201 (V/TTY).

Saturday, April 13

The Art Gallery Seminar: "Quilt workshop by the Daughters of Dorcus and Sons," 9:30 a.m.-noon, Art Gallery, Art/Socio. Bldg. 5-2763.

National Archives Lecture: "Landmarks of Prince Georges County Series" noon, 105 National Archives. (202)501-5000.

The Art Gallery Exhibition: "Made by Men: African American Traditional Quilts," 1-5 p.m., Art Gallery, Art-Sociology Bldg. 5-2763.

University Theatre: "The Ties That Bind," 8 p.m., Tawes Theatre, \$10, \$7 students and seniors. 5-2201 (V/TTY).

The Concert Society at Maryland: The Chamber Music Society of Lincoln Center, 8 p.m., Adult Education and Conference Center, \$22, \$9.50 for students with I.D. 403-4240.

Sunday, April 14

The Art Gallery Exhibition: "Made by Men: African American Traditional Quilts," 1-5 p.m., Art Gallery, Art-Sociology Bldg. 5-2763.

University Theatre: "The Ties That Bind" by Regina Taylor, star of television's "I'll Fly Away," 2 p.m., Tawes Theatre, \$10, \$7 students and seniors. 5-2201 (V/TTY).

Monday, April 15

The Art Gallery Exhibition: "Made by Men: African American Traditional Quilts," noon-4 p.m., Art Gallery, Art-Sociology Bldg. 5-2763.

Sigma Xi National Town Meeting: "Allocating Federal Funds for Science and Technology," (videoconference), 4:30-6:30 p.m., 4205 Hornbake Library. 5-4345.

Peer Computer Training Workshop: "Introduction to Your WAM Account," 6-9 p.m., 3330 Computer Science Center. 5-2941.*

Tuesday, April 16

University Theatre: "The Ties That Bind" by Regina Taylor, star of television's "I'll Fly Away," 9:45 a.m., Tawes Theatre, \$10, \$7 students and seniors. 5-2201 (V/TTY).

National Archives Lecture: Molloy Somerville will present her book "Eleanor Roosevelt as I Knew Her," noon, National Archives Theatre. (202) 501-5000.

Center for Teaching Excellence Seminar: "Integrating Service Learning Across the Disciplines," noon-1:30 p.m., Maryland Room, Marie Mount Hall. 5-9368.

The Art Gallery Exhibition: "Made by Men: African American Traditional Quilts," noon-4 p.m., Art Gallery, Art-Sociology Bldg. 5-2763.

Physics Department Colloquia: "How Computing in Physics has Enabled C.U.P.L.E Physics Studio," 4 p.m., 1410 Physics Bldg.

Peer Computer Training Workshop: "Intermediate HTML," 6-9 p.m., 3330 Computer Science Center. 5-2941.*

Wednesday, April 17

Sounding the Humanities Discussion: of "The Ties That Bind" with off-campus speaker, 12-12:50 p.m., 0154 Tawes Fine Arts. 5-2201.

Molecular & Cell Biology Program Series: "Splicing commitment: yeast pre-mRNA structure and protein factors," Michael Rosbash, Brandeis, noon-1 p.m., 1208 Zoology-Psychology. 5-6991.

The Art Gallery Exhibition: "Made by Men: African American Traditional Quilts," noon-4 p.m., Art Gallery, Art-Sociology Bldg. 5-2763.

Astronomy Department Colloquia: "Interstellar Shock Waves," David Neufeld, Johns Hopkins and University of Maryland, 4 p.m., 1113 Computer and Space Sciences. 5-0282.

Committee on Africa and the Americas Panel Discussion: "Behind the Scenes: Non-performing Careers in Theater, TV and Film," 5 p.m., Ulrich Recital Hall, Tawes. 5-6694.

Stress Management Peer Education Workshop: 5-6 p.m., 2101 University Health Center. 4-8140.

Peer Computer Training Workshop: "Information Resources," 6-9 p.m., 3330 Computer Science Center. 5-2941.*

Department of Dance Performance: Garth Fagan Dance, 8 p.m., Dorothy Madden Theatre, Dance Bldg., \$5. 5-3198.*

Thursday, April 18

National Archives Lecture: "Jackie Robinson Beyond the Ball," John Vernon, noon, 105 National Archives. (202) 501-5000.

The Art Gallery Exhibition: "Made by Men: African American Traditional Quilts," noon-4 p.m., Art Gallery, Art-Sociology Bldg. 5-2763.

The Art Gallery Lecture: Slide Lecture by Raymond Dobart, 12:30 p.m., The West Gallery. 5-2764.

Meyerhoff Center for Jewish Studies Lecture: "Jewish Writers in Contemporary Brazil," Regina Igel, 12:30-2 p.m., 1102 F. Scott Key Hall. 5-4975.

Departments of French and Italian Lecture: "Cross-Eating: French vs. American Attitudes Toward Food and Meals," 2:30 p.m., reception hall, St. Mary's Hall.

Committee on Africa and the Americas Lecture: "If Everybody was King, Who Built the Pyramids?" Clarence Walker, 3 p.m., 0106 F. Scott Key Hall.

Distinguished Lecture Series: "Dispersal of the Art Collections of Charles I," Francis Haskell, 3 p.m., 0204 Architecture Bldg.

Meteorology Seminar: "Large and Small Scale Mixing in the Stratosphere," Mark Schoeberl, 3:30 p.m., 2114 Computer and Space Sciences. 5-5392.

Department of Materials and Nuclear Engineering: "Thermodynamic Issues Applied to Nuclear Facilities," Elias Gyftopoulos, 4 p.m., 2110 Chem/Nuclear Engineering Bldg.

ENRE Seminar: "Reliability Considerations in Cardiovascular Assist Devices," Gordon Jacobs, Transcoil Corp, 5:15-6:15 p.m., 1100 ITV Bldg. 5-3898.

Peer Computer Training Workshop: "Introduction to Windows 3.1," 6-9 p.m., 3330 Computer Science Center. 5-2941.*

University Theatre: "The Ties That Bind" by Regina Taylor, star of television's "I'll Fly Away," 8 p.m., Tawes Theatre, \$10, \$7 students and seniors. 5-2201 (V/TTY).

Department of Dance Performance: Garth Fagan Dance in to lecture performances, 8 p.m., Dorothy Madden Theatre, Dance Bldg., \$5. 5-3198.*

Calendar Guide

Calendar phone numbers listed as 4-xxxx or 5-xxxx stand for the prefix 314- or 405- respectively. Events are free and open to the public unless noted by an asterisk (*).

In the absence of a calendar editor, all calendar information for Outlook is downloaded directly from inforM's master calendar, located on the Internet. The editors regret that we are unable to accept calendar items at the Outlook office. However, submissions to inforM can be made by e-mail to: calendar@umail.umd.edu or by mailing the information to the inforM office at 2107 Stamp Student Union. To reach the inforM calendar editors by phone, call 405-0825.

Please note that the inforM calendar editors do not work for Outlook. They do, however, graciously welcome items for submission and input the information, ensuring a comprehensive calendar for both inforM and Outlook.

Listings highlighted in color have been designated as Diversity Year events by the Diversity Initiative Committee.

Diversity Year Initiative 1995-96:

Spring Focus on Diversity April 8-19

Tuesday, April 9, 8 p.m.

Student performances: "Cultural Explosion: World Wide Dance, Performance and Fashion." Hoff Theater, Stamp Student Union. Sponsored by the International House at Dorchester Hall. 314-4100. A Diversity Initiative Matching Grant Recipient.

Tuesday, April 9, 8 p.m.

"Celebration of Life: Remembering Those Who Have Died of AIDS." Annapolis Hall Fireside Lounge. Sponsored by the RA staffs of Harford, Baltimore, Cecil and Prince George's Halls. 314-7484.

Wednesday, April 10, 4-6 p.m.

"Diversity Forum II." Join us to discuss how the campus climate affects you and your pursuit of your academic goals, and how we can work together to improve the climate for all students. Location TBA. Sponsored by United Cultures, Student Government Association. 864-8369.

Wednesday, April 10, 7:30-9:30 a.m.

"Good Morning Commuters." Hosted by diverse student groups and campus offices. Atrium, Stamp Student Union. Sponsored by the Office of Commuter Affairs. (301) 314-7250.

Wednesday, April 10, 3-4:30 p.m.

"International Coffee Hour." Join students, staff, and faculty from the United States and around the world each Wednesday at this time. Dorchester International House Basement Lounge. Sponsored by International Education Services and the International House Council. (301) 314-7742.

Thursday, April 11, 8:30 a.m.-4:30 p.m.

Conference: "Money, Markets, Momentum 1996: Managing Growth." Providing educational and networking tools to assist women business owners to effectively manage business growth in the global marketplace. University College. Sponsored by the College of Business and Management. (301) 405-2148.

Thursday, April 11, 3-6 p.m.

Discussion: "Pluralism and Tolerance Under Islamic Law." Tortuga Room, Stamp Student Union. Sponsored by Muslim Women of Maryland and the Muslim Students Association. (301) 314-0555.

Thursday, April 11, 7 p.m. and Friday, April 12, 9 a.m.

"The Third Annual John B. and Ida Slaughter Conference on Science, Technology and the Black Community: The Information Revolution and People of Color." Location TBA. Sponsored by Afro-American Studies Program. (301) 405-1170.

Saturday, April 13, time TBA

Workshop: "The Asian Immigrant Experience: Past and Present." Location TBA. Sponsored by WAASP (Working for an Asian American Studies Program). (301) 262-8095. A Diversity Initiative Matching Grant Recipient.

Saturday, April 13, 10 a.m.-9 p.m. and Sunday, April 14, 10 a.m.-6 p.m.

"Seventh Annual University of Maryland Spring Pow Wow." Native-American drumming, dancing, crafts and food. Preinkert Field House. Sponsored by the Terrapin Society-Native American Student Union and the Indigenous Americans Student, Alumni, Faculty and Staff Association. (301) 405-3321. A Diversity Initiative Matching Grant Recipient.

Saturdays, April 13 and 20, 9:30 a.m.-12 p.m.

Workshop: "Quilt Workshop by Daughters of Dorcus and Sons," in conjunction with the "Made By Men" quilt exhibition. Art-Sociology Building. Sponsored by The Art Gallery. (301) 405-1446.

Monday, April 15, 4 p.m.-Tuesday, April 16, 4 p.m.

"Holocaust Memorial Vigil." Hornbake Plaza. Sponsored by the Jewish Student Union and Maryland Hillel. (301) 314-8328, 422-6200.

Monday, April 15, 7-9 p.m.

Panel discussion: "Being Uncomfortable About Being Religious On Campus." St. Mary's Hall Multipurpose Room. Sponsored by the Diversity Initiative Program Committee and the UMCP Chaplaincies. (301) 405-8450.

Wednesday, April 17, 7:30 a.m.-2 p.m.

"Commuter Appreciation Day: Honoring the Diversity of UMCP's Commuter Students," various components are scheduled throughout the day. Stamp Student Union. Sponsored by the Office of Commuter Affairs. (301) 314-5274.

Wednesday, April 17, 11:30 a.m.

"International Food Fair." Performances, and food, food, food. Hornbake Plaza. Sponsored by the Department of Physical Plant and International Education Services. (301) 405-3214. A Diversity Initiative Matching Grant Recipient.

Wednesday, April 17, 3-4:30 p.m.

Interactive discussion: "Women's Work and Self Esteem," focusing on the issues surrounding teaching, librarianship, etc. Anne Arundel Hall Basement Lounge. Sponsored by the Diversity Initiative Faculty Relations and Classified Issues Committees, UMCP Libraries and the Department of Resident Life. (301) 314-7608. A Diversity Initiative Matching Grant Recipient.

Wednesday, April 17-April 19, 8 p.m. and Saturday, April 20, 2 p.m.

Performance: "Garth Fagan Dance Company," a part of the African-American Arts Festival. Dorothy Madden Theater/Dance Building. Sponsored by the Department of Dance. (301) 405-3180.

Thursday, April 18, 10 a.m.-3 p.m.

"Diversity in Undergraduate Studies: A Day on the Mall to Enlighten All, Including Diversity Initiative Awards Ceremony." Hornbake Mall. Sponsored by Undergraduate Studies. (301) 314-8320. A Diversity Initiative Matching Grant Recipient.

Thursday, April 18, 10 a.m.

Performance: "Black Roses - A One-Woman Theater Piece in Tribute to Phyllis Wheatley, Mary McLeod Bethune, and Stagecoach Mary," by Denise Cross. A part of the African-American Arts Festival. Ulrich Recital Hall, Tawes Fine Arts Building.

Thursday, April 18, 12:30 p.m.

Slide lecture: "African-American Traditional Quilts," by Raymond Dobard, in conjunction with the "Made By Men" exhibition of the African American Arts Festival. The West Gallery, Art-Sociology Building. Sponsored by The Art Gallery. (301) 405-1446.

Friday, April 19, All Day

"Art Attack 13." Food, arts and crafts, music and other performances. McKeldin Mall. Sponsored by SEE Productions. (301) 314-8342.

Watch for the following events, among others, later this semester:

Monday, April 22, 7-9 p.m.

Interactive dialogue: "To Love or Not to Love: The Questions Surrounding Interfaith Dating."

Tuesday, April 23, 7:30 p.m.

Lecture: "Sexualities and Trans-National Migrations: Implications for Theory and Practice," by Maria de Lourdes Arguelles.

Tuesday, April 23, 8 p.m.

Lecture: "Holocaust Denial On College Campuses." Deborah Lipstadt.

Monday, April 29, 7:30 p.m.

Lecture: "Snapshots: Glimpses of America in Change," by Anna Deavere Smith.

Friday, May 3, 5:30-7 p.m.

Exhibit and reception: "Milestones and the Maiden: Girls Come of Age."

Our Consequences Arise When Society's Defectors Become a Majority

continued from page 1

ing congressional traditions in the 1970s and 1980s is now speaker of the U.S. House of Representatives, Newt Gingrich, he says. And that's "equivalent to making the country's leading atheist the pope."

Today's honorable senators and representatives no longer honor their word, or trust each other's, or negotiate compromise on issues the way they did when commonly accepted congressional norms of behavior prevailed in Washington—and neither do we.

Thus the single biggest problem is not the political confusion going on, Uslander argues, but how Americans are opting out of society. Trust talks about how we are connected to each other, or aren't. "It's not just that distrusters say it's okay to lie, it's okay to cheat on taxes, and it's okay to get government benefits that they aren't entitled to," Uslander says. "They don't give to charity; they don't volunteer their time; they don't sign petitions; they don't get involved on school board and they don't vote."

Historically, even when Americans got turned off by our political system, our populace were people who got involved. "Today's pessimists just stay home," Uslander says.

In a today's less trusting society, Americans are less likely to help each other. Distrusters are out for themselves, Uslander explains. They lack a civic conscious. They are less likely to serve on a jury, or to work on solving community problems. Distrustful people are also more likely than trusters to say they are bored and

lonely. Even though they go out with friends, Uslander says, distrusters feel lonely. They have meager expectations of forming reciprocal, trusting relationships, and an ominous view of the future.

"They look at other people as competitors for their own shrinking share of the pie." For this reason, Uslander says, distrustful Americans oppose immigration, call for protectionist measures on trade, are fearful that new moral codes are overtaking traditional family structures, and worry about crime.

But if they sound as if they're Pat Buchanan supporters, Uslander says, they are not. The twist is that most of those who distrust the world are so fearful for the future that they want a government safety net. "Distrusters are economically liberal and socially conservative," Uslander says. "And there is no one on the political scene who is speaking their language."

In a more trusting time, even as recently as the early 1980s, if you put a "Scrooge in an area with lots of Bob Cratchits," you could count on the Scrooge to feel humiliated enough to change his or her behavior. Uslander calls this phenomena "the Lake Wobegone effect." But by the mid-'80s with fewer cooperative trusters altogether, it became much easier

for defector Scrooges to avoid "nice people."

Uslander found that although distrust stems in part from an individual's family and life experiences, it is mostly a matter of perception. Optimism comes from the beliefs and values a person concludes are important. Education, because of its broadening affect, creates optimists, Uslander says. Also, the professor found that people who play sports are more trusting of others.

"Overall, the people who are most confident that the future is going to be better than the past are more likely to trust and therefore more likely to share," Uslander says. Trusters contribute to society instead of taking a free ride because they have an optimistic world view and believe that others will be fair

and contribute as well. "Sometimes they will get burned," Uslander says. "But, chances are, most of the time they're not going to get burned."

—RITA SUTTER



Eric Uslander says society is less trusting.

African-American Arts Festival Event Guide

Friday, April 12

Exhibition: Made by Men: African-American Quilts, 9 a.m.-5 p.m. (through April 21). Art Gallery, Art/Sociology Building. 405-2763.

Opening Reception, 5-8 p.m., Art Gallery, Art/Sociology Building.

"Songs of Color," Carmen Balthrop, soprano, 6:30-7:30 p.m., Ulrich Recital Hall, Tawes Fine Arts Building. Free admission. Renowned vocalist Carmen Balthrop and some of her students perform songs by African-American composers.

Harold Summey Trio, 8 p.m., Montpelier Arts Center, Laurel. Tickets: \$15. Call (301) 953-1993.

Blues Concert: Cephas & Wiggins and the Holmes Brothers, 8 p.m., University College Inn & Conference Center. Tickets: \$10, \$7 seniors, \$5 students. Call TicketMaster at (202) 432-SEAT or (301) 314-TKTS.

Theatre: "The Ties That Bind," 8 p.m., Tawes Theatre.

Saturday, April 13

Filmmakers Paula Matabane and Olaniyi Areke, 1:30-5:30 p.m., Tyser Auditorium, Van Munching Hall.

Walter Bean Myer Book Signing: "One More River to Cross," 2 p.m., New Carrollton Library.

Music: Odetta, 8 p.m., Harmony Hall, Oxon Hill. Tickets: \$10, \$8 students and seniors. Call: (301) 292-8331.

Theatre: "The Ties That Bind," 8 p.m., Tawes Theatre.

Sunday, April 14

Rhythm & Blues Concert: Babette Wright, other artists to be announced, 2-5 p.m., Grand Ballroom, Stamp Student Union. Free admission.

Theatre: "The Ties That Bind," 2 p.m., Tawes Theatre.

Rhythm & Blues Concert: Selina McDay, The Orioles, The Impressarios, 5-10 p.m., Grand Ballroom, Stamp Student Union. Tickets: \$10, \$7 seniors, \$5 students. Call: TicketMaster at (202) 432-SEAT or (301) 314-TKTS.

Monday, April 15

Public School Series: 10 a.m.-noon, Ulrich Recital Hall, Tawes. Performances by Orr Elementary, Shephard Elementary, Thomas Pullen Performing Arts, Allenwood Elementary, Nicholas Orem Middle School, Clinton Grove, Filmore Arts Center and Roper Middle School. Guest artist, Hue.

Workshop: Jon Metzger, Vibes, 5-6 p.m., Ulrich Recital Hall, Tawes Fine Arts Building. Free admission.

Jon Metzger, 7:30 p.m., Ulrich Recital

Hall, Tawes Fine Arts Building. Free admission. Vibist Jon Metzger performs straight ahead jazz.

Tuesday, April 16

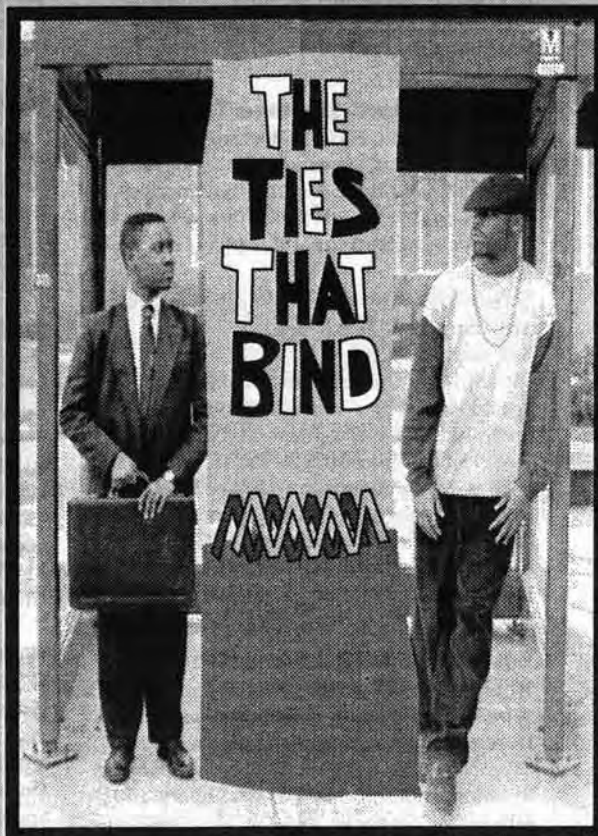
Children's Performances: 10 a.m.-noon, Public School Series, Ulrich Recital Hall, Tawes. Guest artists: Sais Kamalidiin, James King, Mark Puryear and Michele Reid.

University Theatre Presents *Ties that Bind*

The University Theatre will present "The Ties that Bind," by Regina Taylor, star of the television series "I'll Fly Away." Performances will take place in Tawes Theatre on April 11 to 13 and 18 to 20 at 8 p.m., with a matinee on Sunday, April 14 at 2 p.m. and a special matinee on April 16 at 9:45 a.m.

Affirmative action, "The Best Black Syndrome," racism, family dysfunction, the Los Angeles riots, The Bell Curve and the O.J. Simpson trial are some of the issues explored in Taylor's theatre piece, which consists of two fast-paced one-act plays.

Tickets are \$10 for standard admission and \$7 for students and senior citizens. Special group discount rates are also available. Tickets are available through mail order now or by phone charge. Audio description is available April 14, sign interpretation April 20, and an infrared listening system at all performances. For reservations or additional information, call the University Theatre Box Office at 405-2201 (V/TTY) weekdays from 11 a.m. to 4 p.m. or write University Theatre Box Office, University of Maryland, College Park, MD 20742-1215.



Film Screenings, 5-7 p.m., Tyser Auditorium, Van Munching Hall.

Singing Sons and Michael Anthony Cook, 7 p.m., Nyumburu Cultural Center. Free admission. The family group, The Singing Sons, performs in the gospel quartet tradition.

The Duke Ellington Drama, 8 p.m., Ulrich Recital Hall, Tawes Fine Arts Building.

Wednesday, April 17

Slide/Lecture by Raymond Dobard, Quilt Artist, 12:30-1:30 p.m., West Gallery, Art/Sociology Building. The Garth Fagan Dance Company, 10 a.m. and 12 p.m., Publick Playhouse. Ticketed event. Call: (301) 277-1710.

Behind the Scenes Workshop: 3:30-5 p.m., non-acting careers in TV, theater and film, Ulrich Recital Hall, Tawes.

University of Maryland Jazz Ensemble, Chris Vadala, conductor, 7:30 p.m., Colony Ballroom, Stamp Student Union. Free admission. Works from Miles Davis, John Coltrane and others in the traditional big band format.

The Capitol Duo, 8 p.m., Ulrich Recital Hall, Tawes Fine Arts Building. Free admission. The Capitol Duo, consisting of violin and piano, features on the vio-

lin, Nicole Cherry, graduate of the Juilliard School of Music. The program includes classical works of composers with African ancestry.

The Garth Fagan Dance Company, 8 p.m., Dorothy Madden Theater, Dance Building. Ticketed event. Call: (202) 432-SEAT or 405-0278.

Friday, April 19

Children's Performances: 10 a.m.-noon, Ulrich Recital Hall, Tawes.

Film Series: Filmmakers Ada Babino and Edgar Patterson. 1-5 p.m., Tyser Auditorium, Van Munching Hall.

Film Series: Filmmaker Flora M'Mbugu Schelling, 6-8:30 p.m., Tyser Auditorium, Van Munching Hall.

The Garth Fagan Dance Company, 8 p.m., Dorothy Madden Theater. Ticketed event. Call: (202) 432-SEAT or 405-0278.

Eine Kleine Gospelmusik: Valeria Foster, Artist Scholarship Benefit Series Concert, 8 p.m., Ulrich Recital Hall, Tawes. Tickets: \$16, \$12 seniors, \$10 students. Call: 405-1150.

Theatre: "The Ties That Bind," 8 p.m., Tawes Theatre.

Saturday, April 20

Quilting Workshop: 9:30 a.m.-noon, Art Sociology Atrium

Children's Village: 12-5 p.m., Ulrich Recital Hall, Tawes. Mary Barker Cora, storyteller; Denise Cross, theater; Rockville Recreation Dancers.

The Garth Fagan Dance Company, 2 p.m., Publick Playhouse. Ticketed event. Call: (301) 277-1710.

University of Maryland Jazz Piano/Vocal Workshop: 5-7 p.m., Holiday Inn, College Park. Free admission. Jazz piano and jazz vocal students of Ronnie Wells and Ron Elliston perform straight ahead jazz.

Jazz Concert: Straight Ahead, Great American Music Ensemble, John and Jeannie Cheatham and the Baby Blues Band, 8 p.m., Holiday Inn, College Park. Tickets: \$10, \$7 seniors, \$5 students. Call: (202) 432-SEAT or 405-0278.

Sunday, April 21

Children's Performances: 12-4 p.m.: Children's Village, storytelling, dance and crafts, Macke Room, Stamp Student Union. Also, 12-5 p.m.: Dance Afrika, school bands, Colony Ballroom, Stamp Union.

Film Series: Films by Michelle Parkerson, Haile Gerima and Carmen Coustat, 12-6 p.m., Tawes Theatre.

Student Art Exhibit: 1-8 p.m., Atrium, Stamp Student Union.

Gospel Concert: The Shout Band, University of Maryland Gospel Choir, Take 6, 4-11 p.m., Grand Ballroom, Stamp Student Union. Tickets: \$10, \$7 seniors, \$5 students. Call: TicketMaster (202) 432-SEAT or 314-TKTS.

Thursday, April 18

Children's Performances: 10 a.m.-noon, Public School Series, Ulrich Recital Hall, Tawes. Guest artist Denise Cross.

The Garth Fagan Dance Company, 10 a.m. and 12 p.m., Publick Playhouse. Ticketed event. Call: (301) 277-1710.

Lecture/Recital: Lisa Corbett, soprano, 4-6 p.m., Ulrich Recital Hall, Tawes Fine Arts Building. Free admission. Lisa Corbett, graduate student in voice, presents African-American songs.

Film Series: Filmmaker Michelle Parkerson, 5-7:30 p.m., Tyser Auditorium, Van Munching Hall.

Christopher Page/Spoken Work, 7 p.m., Nyumburu Cultural Center.

The Garth Fagan Dance Company, 8 p.m., Dorothy Madden Theater. Ticketed event. Call: (202) 432-SEAT or 405-0278.

Dietra Battle, 8:30 p.m., Ulrich Recital Hall, Tawes Fine Arts Building. Free admission. Dietra Battle's performance of classical works is sponsored by the Prince George's County Arts Council.

University Health Center Improves Care Thanks to CQI Teamwork

Like the rest of the campus, the Health Center is applying CQI principles to its operation to improve service to faculty and staff as well as students.

The Health Center organized five teams: transition, quality impact, campus community outreach, computer and quality assurance to identify and propose solutions in problem areas.

For example, the transition team looked at patient satisfaction surveys which are conducted by the Health Center each year. These surveys indicated that long waits and lack of privacy topped the list of patient complaints.

The center now schedules appointments for those who need to see a doctor. Patients without appointments are seen in the walk-in triage area; those with the most severe problems are seen first.

"One of the things that our cus-

tomers said to us was that they felt they had to give personal information to too many people along the way who didn't have anything to do with solving their problem," says Nancy West, primary care coordinator.

Patients are now asked about their health only by the appointment secretary and triage nurse.

The quality impact team looked at internal customer satisfaction—the inner workings of the center. "Say a doctor wants a follow-up appointment for one of the people he/she has just seen," West says. "That doctor trying to get that appointment is an internal customer of the appointment desk."

The campus community outreach team informs the university community about services provided by the Health Center. The Faculty/Staff Health Fair is one example of this team's work.

First held in June 1993, the Faculty/Staff Health Fair featured free cholesterol screenings, blood pressure checks and percent body fat checks. The cholesterol screening is no longer free, but there is still a large demand for this service, West says. The next Faculty/Staff Health Fair is scheduled for June 11.

The Health Center newsletter, which presents tips about health and fitness, is another part of the center's outreach effort. The next newsletter will be published at the end of Spring semester.

Coordinating the computerization of the center's records was the task of the computer team. According to West, the Health Center didn't use computers much until 1992. "A lot of people didn't know how to use them," she says. "They didn't know how what they were doing meshed with what someone in

another department was doing.

"The computer team brought people together from all areas to look at how we use computers to disseminate information to everybody in the Health Center," West adds.

The quality assurance committee, required for the center's accreditation, is now considered a CQI team. This committee consists of a medical team which examines patient charts to see if protocol was followed and how long patients waited for appointments.

The quality assurance committee also conducts ongoing studies of the accuracy of the Health Center's on-site pharmacy and lab. While doctor visits are free, lab work and prescriptions are not. These fees can be billed to a student's account, or paid by check, credit card or insurance.

—MARLA SHEPARD

Running on a Sure Bet

English Professor Jackson Bryer Finds Mary's Buckaroo a Sweet Name Indeed

When Jackson Bryer takes his 10-year-old daughter to the racetrack, he will read off the names of the horses and she picks the one that sounds best to win. She does as well if not better than most, says Bryer.

One winning bet that this English professor has made is on Mary's Buckaroo. He purchased the grey gelding with horse trainer Joanne Hughes in 1993. It proved to be a successful investment. Nineteen out of 26 races, Mary's Buckaroo has been in the money, winning either first, second or third place.

"I never imagined that I would or could own a horse," says Bryer who teaches American Literature and Drama courses at the university.

His childhood summers were spent visiting the Saratoga racetrack with his grandparents. As an adult, he continued his interest as a spectator, never figuring that he would someday be an owner.

It was during a trip to China that he first considered the idea. While at a conference of English scholars there, Bryer discussed horses with Purdue University professor Al Kalson. It was through Kalson that he met Hughes. Together with another partner, the four bought a horse named Mary's Revenge in 1989.

Mary's Revenge turned a small profit and the partners sold the horse in 1992. Hughes and Bryer teamed up again and bought Mary's Buckaroo for \$2,500 each. Mary's Buckaroo, half brother to Mary's Revenge, has proven to be much more successful for Bryer.

The horse took off on a winning streak from March through December 1995, winning ten races in a row. Of the 26 races he has run, Mary's Buckaroo came in first place, eight times; second place, seven times and third place, four times, says Bryer.

"That's great for a horse," says Bryer. "It's been very nice winning," he adds.

It is a chancy business, however. Mary's Buckaroo could step on the track tomorrow and hurt his ankle.

Since everything is left to chance, one thing Bryer says he has learned as an owner is, "There are no reliable sources of information."

When he went to the races as a spectator, he always thought that the owner and trainer knew more about the outcome of a race. Now as an owner Bryer says he knows little if not less than the spectators.

People will ask him, "How's the horse going to do?" He says he has to reply, "I have no idea."

As a result, there is nothing more exciting than a horse race to Bryer. As an owner, he says the race is twice as exciting than it ever was as a spectator with a bet. On the days that Mary's Buckaroo races, Bryer gets sick to his stomach at the track. "I don't get nervous with anything to do with me," but with Mary's Buckaroo he says it is a different story.

The saga of Mary's Buckaroo has become a favorite for other members of the English department. Some come to either the Laurel or the Pimlico track with him to watch Mary's Buckaroo on race days.

Bryer's advice for those who want to venture into the world of horseracing is to bring as much money as you are prepared to lose and to bet cautiously throughout the day. Each day has nine or ten races.

There are many methods of choosing a bet says Bryer. For example, some will spend hours reading racing forms and losing intelligently. Others will follow his daughter's method, picking the name that sounds best.

One name that always sounds good to Bryer is Mary's Buckaroo.

—KATIE CASEY

Navy, NIST and Technology Extension Services Help Manufacturers Learn Best Practices

continued from page 1

Maryland companies find solutions to technical problems; providing individualized and confidential technical assistance. TES surveyors will determine which best practices can be brought back and applied to their client companies.

The surveyors also provide examples for the engineering curriculum, and they may match companies with faculty researchers to fill "best practices" gaps.

While BMP has primarily surveyed large organizations, TES will help small companies share the benefits. NIST sponsors the Manufacturing Extension Partnerships (MEP), a nationwide network of manufacturing extension centers, and conducts research in many manufacturing related technologies. TES, a participant with the state of Maryland in the MEP program, will help BMP determine the best ways MEP centers can use BMP materials.

An important aspect of BMP is benchmarking, the continuous process of measuring, analyzing and comparing one organization's processes, services and practices against others with similar activities. A surveyed company may benefit from benchmarking by learning what they considered to be their best practices do not stack up to those used by other companies.

According to Renner, BMP is the principal source of validated best practices in the United States. Manufacturers can use information from BMP to advance and improve their processes, acquire manufacturing expertise and solve problems. Companies

can review lessons learned from other organizations to avoid costly mistakes in the future.

Information on the BMP database is not proprietary, but the participating companies are

responsible for screening the additional information they are willing to provide. Survey information can be found on the World Wide Web and downloaded free of charge.

Information can also be obtained through BMP's database. More than 75 organizations, including McDonnell Douglas, Lockheed Martin and NASA have contributed to the more than 2,000 practices indexed on the database. After reviewing the practices, interested parties may contact companies for

additional information or visits.

Other services provided by the BMP include the Program Manager's Workstation (PMWS). PMWS is a

series of expert systems that provide the user with knowledge, insight and experience on how to manage a program, address technical risk management and locate solutions industry leaders are using to reduce technical risk and improve quality and productivity.

BMP's information and contacts have been of significant benefit to a number of companies. BMP information helped Texas Instruments win the Malcolm Baldrige Award and helped Kurt Manufacturing in Minneapolis, Minn. achieve a 500 percent improvement in production productivity.

For more information, contact the BMP Center of Excellence at 1-800-789-4BMP or 301/403-8100. BMP is on the World Wide Web at <http://www.bmpcoe.org>. For TES assistance, call 1-800-245-5810.



From left, state Congressman Steny Hoyer, BMP director Ernie Renner and associate dean of the Clark School of Engineering, Herbert Rabin at the BMP Center of Excellence.

Director of Bands John Wakefield's Wonderful World of Music

It's a typical Tuesday for John Wakefield, director of bands and chairman of the wind and percussion division in the School of Music.

Wakefield begins his day by studying scores before leaving for the office. Once on campus he tends to the last-minute details of the upcoming Hornfest '96, a French horn clinic, among other duties. At noon he dashes off to a recital. And by late afternoon he is working with the Maryland Symphonic Wind Ensemble, the top wind group, before finally arriving back home at 7 that evening. It is perhaps then that he puts on a little Mozart or Strauss to help him relax.

"I never get bored," he says. "I'm always finding new challenges."

And it's a good thing. For Wakefield has been doing this job for more than 30 years at College Park, since first joining the staff in 1965 as assistant director of bands and going on to become director, himself, just three short years later.

He has taught over 4,200 students and helped to bring the joy and passion of music to campus, whether it be the exhilaration of the marching band or the more subtle beauty of Maryland Symphonic Wind Ensemble.

And when he says that in the beginning he had no idea he would still be here after all this time, one can't imagine him any place else.

Wakefield, who received his bachelor's and master's degrees at the University of Michigan at Ann Arbor, had taught music in the Michigan public school system and at Eastern Michigan University before coming to College Park.

He arrived on campus at the request of his fellow University of Michigan classmate Acton Ostling Jr., who was named director of bands in 1965. Both men had played the euphonium, a tuba-like instrument, in the University of Michigan Symphony Band.

"I remember when I left Michigan in 1964 with my master's there was just beginning to be beatniks and free spirits, that sort of thing on campus," says Wakefield. "When I came to Maryland everyone had crew cuts and were very straight. And a lot of students lived at home. You didn't see that at Michigan."

When Ostling left, Wakefield found himself at the

age of 28 the new director of bands. "People tend to move around three or four jobs before reaching this level," he says. "But I was here and the opening was here, and I was very fortunate."

During his three decades, Wakefield has seen significant moments of history reflected at College Park. He talks about the small numbers in the marching band during the Vietnam War, when anything "military-like,



John Wakefield looks over some new uniforms for Maryland's band.

such as uniforms or taking orders wasn't very popular," he says.

And it was also around this same time that women joined the previously men-only marching band.

"People were realizing that women should have the opportunity to be out there, too," he says, adding that he embraced the idea wholeheartedly. "Women have been an important part of the band ever since," he says.

Looking back on his career, though, Wakefield will tell you that his greatest reward has been working with young people. "I really feel that the band is for students," he says. "It does wonderful things for them. And I feel very fortunate to have the kind of job where I can deal with people in this way."

An active adjudicator and guest conductor throughout North America, Wakefield has been coordinator and conductor of numerous groups through his career

at Maryland. He has worked with the Washington, D.C. American Youth Performs Band for American Airlines, the Washington Post Bicentennial Band, the All-American Honor Musicians and the UM High School All-Star Honor Bands.

"You feel like you're setting a standard for them, imparting knowledge on how to play the music," he says of young people. "Music is not just technical, but emotional, as well. And it makes you feel good when you can communicate that with students and work along with what the composer has written to really say something."

Wakefield, a member of the exclusive American Bandmasters Association and currently chairman of the ABA Research Center Committee, was honored for his 30 years with a gala concert last December. Ten former students returned to guest conduct and a new piece of music, The "Old Line State" Suite, was commissioned for and performed in his honor.

These days, Wakefield, a past divisional president of the College Band Directors National Association and the Maryland Music Educators Association, as well as two-time president of the Maryland Band Directors Association, is busy looking forward to the future with great hope and excitement.

The Maryland Symphonic Wind Ensemble was recently one of six American college bands selected to perform for a 30-CD anthology of band literature released internationally by Toshiba/EMI.

And the music department has just become a School of Music and will be moving to the new Maryland Center for Performing Arts. Groundbreaking for that new facility begins in Sept. 1996. It's a long-awaited dream for Wakefield, who has worked diligently through the years to help make it happen. "I keep pinching myself to make sure it's true," he says.

Wakefield even anticipates a 40th anniversary. Perhaps there will be another gala concert, this time in the new Maryland Center for the Performing Arts.

"That would be wonderful," he adds.

—LISA GREGORY

For Your Interest

Calling Women Entrepreneurs

The Dingman Center for Entrepreneurship, an outreach program of the Maryland Business School, will hold its second annual conference for women entrepreneurs Thursday, April 11. The all-day conference will take place at the University College Inn and Conference Center from 8:45 a.m. to 4:30 p.m. A cocktail reception follows at 6 p.m.

"Money, Markets, Momentum 1996: Managing Growth" is the conference theme. Topics for discussion will include developing strong leadership roles, sales and marketing techniques, guerrilla financing strategies, strategic partnering and going public.

Rebecca Maddox, author of "Inc. Your Dreams," will be the keynote speaker. Maddox is also the president of Capital Rose, Inc., which finances women-owned companies. The conference fee is half price (\$75) for faculty, staff and students. Please call the center at 405-2148 as soon as possible to register.

Ulrich Competition Finals

The School of Music announces the annual Homer Ulrich Competition Finals. The undergraduate finals will

be held on April 13 at 7 p.m. and the graduate finals will be held on April 14 at 7 p.m. in the Ulrich Recital Hall of the Tawes Fine Arts Building.

The free, public events will feature three competitors in each of four divisions: string, piano, voice and instrumental.

For more information, call 405-1150.

Library Features Prince George's Anniversary Tribute

An exhibit celebrating the 300th anniversary of Prince George's County will open in the Maryland Room of McKeldin Library on Monday, April 15 and run through Dec. 24. The exhibition can be seen from 10 a.m. to 5 p.m., Mondays through Fridays.

Titled "300 Candles: Slices of Prince George's County History," the exhibit features various items from both the Archives and Manuscripts and Marylandia/Rare Books departments. Some of the materials included are a 1731 land patent from Charles Calvert, the fifth Lord Baltimore; political memorabilia relating to local elections, and materials documenting events such as the 1957 university football game attended by Queen

Elizabeth II.

Historic maps of Maryland depicting the growth and development of Prince George's County over the years will be also displayed along the walls of the Maryland Room.

Electronic Town Meeting

The Multicultural Electronic Town Meeting to improve relationships between classified staff and the campus community will be held April 15 from 9 a.m. to noon in the AT&T Teaching Theater, Engineering Classroom Building. This is an opportunity to anonymously express your views, concerns and accolades during three one-hour sessions sponsored by the Classified Relations Subcommittee of the Diversity Initiative.

If you would like to attend or want more information, contact Larry Marcu at 405-3465, e-mail lmarcu@aec.umd.edu.

Terrapin Trot

The 16th Annual Terrapin Trot Road Race takes place on Saturday, April 13. Proceeds from the non-profit race go to the AIDS Response Fund of the University of Maryland, the Maryland Wheel Chair Athletic

Promotions, the Arthritis Foundation and Camp Fantastic in Front Royal, VA.

Rain or shine, the 5K race will start at the Student Union and navigate through campus at 10 a.m.

Students, faculty and staff are encouraged to get involved. The campus department with the most runners in the Trot will win a traveling trophy. The department's name will also be listed on a plaque to be hung in the Office of Campus Programs.

Participants may register at the Ticket Office in the Student Union.

For more information, call Kelly Bassett or Glenn Cline at 314-7752.

Libraries Make Road to Tenure and Beyond Easier

On Wednesday, April 10 from 1-4 p.m., learn how the libraries can help with faculty research. Find out how librarians with subject expertise can assist with research, course bibliography development and publications; how to locate and order materials from your office or home and much more.

RSVPs should be made by calling 405-6803 or e-mail lgranhe@deans.umd.edu.